

# NETWORK MANAGER REPORT

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NOVEMBER 2007

SUBMITTED BY Sloane Wright, General Manager

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## OVERVIEW

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### Operations

During the month of November, Alabama Interactive (AI) implemented two new applications and completed change management updates for one additional application. Year to date, AI has released a total of 23 new applications to production.

Highlights for the month were:

- Alabama Board of Nursing experienced another successful license renewal season with over 8,500 Licensed Practical Nurses renewing online. Current LPN adoption is at 53 percent. The board has seen a 46% increase in adoption rate this year compared to November 2005. Licensed Practical Nurses renew their licenses every other year.
- The month of November resulted in an increase for payments through the Alabama Department of Public Health, All Kids from the previous year. There were over 100 more payments made this year in November than in 2006.
- Alabama Interactive completed a merchant service application for the Alabama Department of Insurance. This application allows constituents to pay for a fireworks permit online.
  - The Alabama Home Builders Licensure Board had almost 7,000 licenses renew online this year during the normal renewal period. This accounts for a 64% adoption of their online active license renewal. Late renewals begin on December 1<sup>st</sup>.
  - During the month of November, the Alabama Bar Association had a 15% increase in the adoption of their online license renewal from last year.
  - Alabama Interactive updated the Alabama Department of Industrial Relations Worker's Compensation Registration by providing an additional accounting feature. This application allows for constituents to pay for their worker's compensation seminar for 2008.
- The Alabama Board of Heating and Ventilation Contractors had a 38% increase compared to last November in the adoption of their online license renewal.
- A new application was launched for the Alabama Board of Social Work Examiners. This application allows for private independent practices to renew their certification online.

## **Marketing**

The main focus for new service marketing in November was on UCC filings for the Secretary of State's Office. Two fliers were designed to promote the use of the new online UCC filings application in tandem with an official letter from the Secretary. AI also visited local banks in Decatur and Huntsville with employees for the Secretary of State's office to conduct a demonstration of the new online UCC filing service for constituents. In addition, a training session was held at the Alabama Interactive office for both the staff of the Secretary of State and Alabama Interactive in order to assist UCC constituents with their filings. Alabama Interactive expects a large adoption rate due to the efforts placed in marketing this application.

Alabama Interactive was featured in the November 2007 issue of Montgomery Living magazine. The article interviews the State's Chief Information Officer, Jim Burns and AI's General Manager, Sloane Wright. It is an informative article which summarizes for the reader about the features and services Alabama.gov has to offer as well as the digital government partnership with AI. Our team has received numerous responses with positive feedback.

## **Customer Service**

With renewal deadlines fast approaching, a homebuilder's spouse contacted Alabama Interactive via offline support. The constituent needed additional support with renewing an inactive license. Customer support quickly responded via email and telephone allowing the user to renew the inactive license without incurring a late fee. The homebuilder's spouse expressed the following feedback via email: "Thank you for your assistance. I was able to renew the license. I also received a phone call today from a phone message I left over the weekend. Your office is efficient, courteous, and helpful."

With hunting season in full swing, Alabama Interactive assisted several point-of-sale field agents and users with technical questions to complete their license transactions. Alabama Interactive continually strives to improve customer service for Outdoor Alabama licensees. The most recent improvement is a daily report created to prevent duplicate charges for hunting and fishing licenses.

## **Development**

During the month of November the Alabama Interactive dev share team had two meetings. Our first meeting was focused on our plan to migrate our existing production applications to the new production virtual servers. We discussed our game plan for the migration and prioritized the list of applications needing to be moved. During our second meeting we continued to discuss our technical documentation methodology and how we can improve and streamline our current process. These efforts will be helpful in standardizing the process as well as making it easier for other developers to manage applications without the assistance of the original primary developer.

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## PROJECT REPORT

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### Completed New Applications for 2007

Agency	Application	Description	Date Completed
Alabama Defense Force	Website Redesign	A redesign of the Alabama Defense Force Website	01/15/2007
Alabama Board of Cosmetology	License Renewal	Allows for 13 license types to renew and pay online	02/07/2007
Alabama Department of Revenue	Business Privilege Tax – Privilege Shares Extension	Allows taxpayers to file a Privilege Shares Extension online	02/28/2007
Alabama Department of Revenue	Excise tax extension	This service will allow for online excise tax extensions.	03/02/2007
Alabama Department of Revenue	Consolidated Financial Return	Online Consolidated financial return	03/02/2007
Alabama LP Gas Board	Online motor fuel decal requests	Online motor fuel decal requests	03/20/2007
Electrical Contractors Board	License Renewal	This application will allow contractors to renew their license online	05/31/2007
Alabama Department of Public Safety	Merchant Services for Reinstatements	This application replaced an existing system which was expiring.	06/07/2007
Alabama Real Estate Commission	Instructor Renewals	Renewal application for instructors	06/15/2007
Alabama Real Estate Commission	Course Renewals	Renewal application for courses	06/15/2007
Alabama Board of Respiratory Therapy	License Renewal	This application will allow respiratory therapists to renew their licenses online.	08/01/02007

Alabama State Board of Auctioneers	License Renewal	This application will allow auctioneers and apprentices to renew their licenses online	08/15/2007
Alabama State Board of Cosmetology	Salon License Renewal	This application will allow salon owners to renew their licenses online	09/01/2007
Alabama State Board of Cosmetology	Booth License Renewal	This application will allow booth owners to renew their licenses online	09/01/2007
Alabama Department of Insurance	Merchant Services	This application will allow licensees to pay for services online.	09/26/2007
Alabama LP Gas Board	Monthly Gas Payments	This application will allow for distributors to pay their monthly gas payments	09/24/2007
Alabama LP Gas Board	Permit Renewal	This application will allow for liquefied petroleum permit renew their licenses online	09/24/2007
Alabama Board of Optometry	License Renewal	This application will allow optometrists to renew their licenses online	09/28/2007
Alabama Department of Conservation and Natural Resources	Hunters Education Merchant Services	This application will allow for hunter's to pay for a	10/01/2007
Alabama Board of Nursing	Advanced Practice License Renewal	This application will allow for advanced practice nurses to complete their initial license online.	10/10/2007
Alabama Board of Veterinary Medical Examiners	License Renewal	This application will allow for veterinary.	10/01/2007
Alabama Board of Social Work Examiners	Certification Renewal	This application will allow for private independent practices to renew their certification online.	11/01/2007

Alabama Department of Insurance	Merchant Service	This merchant service application will allow fireworks permit holders to renew their permits.	11/01/2007
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### Completed Updates for 2007

Agency	Application	Description	Date Completed
Alabama Department of Public Health	EMS Renewal Updates	Updates to an existing application for the new year. New updates included code changes for business requirements	01/02/2007
Alabama Department of Revenue	FTP Updates	This is an update for the FTP at ADOR	01/08/2007
Alabama Board of Nursing	Database Switch	This is an update for an ABN database.	01/14/2007
Alabama Real Estate Commission	Update AREC Education application	Update validation routines for education app	02/27/2007
Alabama Board of Nursing	Update for license verifications	Update for license verifications	03/06/2007
Alabama Department of Conservation and Natural Resources	Update for Call Center; Switching partners	Researching and partnering with a new call center for telephone licenses	03/20/2007
Alabama Department of Conservation and Natural Resources	Update for online canoe platform request	Update will allow users to see when dates are available for platforms	03/21/2007
Alabama Department of Conservation and Natural Resources	Update for Batch License Report	Updates to allow for new batch license reports	03/26/2007
HVAC	Survey Update	This update provides a survey on the current application	05/01/2007

Alabama Department of Finance, ISD	alabama.gov version 5	Update of alabama.gov for 2007	05/28/2007
State Motor Pool	Update to only allow 5 day rentals	Update to only allow vehicles to be rented for five days	05/21/2007
Alabama Department of Conservation and Natural Resources	Additional counties added; plus updates to previous site	Alligator Hunt Request	05/31/2007
Alabama Department of Public Health	History Update	Public Health facility renewal history archiving system.	06/21/2007
Alabama Foresters	2007 License Year Updates	2007 License Year Updates	06/30/2007
Alabama Department of Mental Health and Mental Retardation	Phase 2 Case manager training (agency)	This phase will allow agencies to get access to the case manager training information	07/15/2007
Alabama Board of Interpreters and Translators	2007 Updates	Additional fields added to current application	08/01/2007
Alabama Board of Physical Therapy	2007 License Year Updates	Update allowing business type to be selected.	08/01/2007
Home Builders Licensing Board	2007 Updates	Updates to existing license renewal application	08/10/2007
Home Medical Equipment Service Providers	2007 Update	Added American Express, Discover, and E-check as methods of payment	08/09/2007
Real Estate Appraisers Board	Update to renewal application	Will focus on CEs and the new renewal year	08/10/2007
Alabama Board of Nursing	2007 LPN License Year Updates	Updates allowing LPN's to renew this license online	09/01/2007
Alabama Board of Electrical Contractors	2007 Updates	Updates to existing license renewal application	09/01/2007

ISD IT Strategic Planning	2007 Update	Application for IT Strategic Planning	09/04/2007
Alabama Department of Public Health	Update to facility renewal application	Updates to existing license renewal application	10/01/2007
Alabama Department of Revenue	Business Privilege Tax	Updates to the existing application	10/01/2007
Alabama State Board of Social Work Examiners	2007 Updates	Updates to existing license renewal application	10/01/2007
Alabama Board of Pharmacy	Update to renewal application	Update to the existing Pharmacy Tech license renewal application	10/01/2007
Alabama Board of Examiners in Marriage and Family Therapy	Update to renewal application	Updates to existing license renewal application	10/03/2007
Alabama Heating and Air Conditioning Contractors	Update to renewal application	Updates to the existing application	10/01/2007
Alabama Home Builders Licensure Board	2007 Updates	Updates to existing license renewal application	10/01/2007
Alabama Board of Examiners for Speech Pathology and Audiology	Update to renewal application	Updates to existing license renewal application	10/01/2007
Alabama Department of Industrial Relations	Update to Worker's Comp Registration	Updates to existing registration application	11/01/2007



**In Testing...**

<b>Agency</b>	<b>Application</b>	<b>Description</b>	<b>Status</b>	<b>Target Date</b>
Alabama Department of Conservation and Natural Resources	Headquarter Updates	This service is an update to the headquarter application.	This application is in agency testing.	February 2006
Alabama Department of Public Safety	Merchant Web Service	This is a report for the merchant service application.	This application is in agency testing.	TBD
Alabama Real Estate Commission	Business Address Change	Allows Businesses to change their address information online.	This application is on hold by the agency.	April 2006
CIO's office	Trucking Portal	Portal for truckers moving through Alabama	This application is in agency testing.	June 2007
Alabama Real Estate Commission	Business Address Change	Allows Businesses to change their address information online.	This application is on hold by the agency.	April 2006
Alabama Department of Revenue	VIN Check	Allows users to gain limited information on a vehicle prior to a purchase	This application is in agency testing.	December 2007
Alabama Department of Revenue	PSE	Update to fiscal year of business privilege tax filings.	This application is in agency testing.	September 2007

**In Development . . .**

<b>Agency</b>	<b>Application</b>	<b>Description</b>	<b>Status</b>	<b>Target Date</b>
Alabama Department of Public Health	EMS facility renewals	Allows brick and motor buildings to renew licenses	This application is in development	TBD
Alabama Licensure Board for Interpreters and Translators	Certificate generation	Application to allow the printing of certificates online	This application is in development	TBD

Alabama Department of Corrections	Shopping Cart	Allow users to pay for shopping cart items	This application is in development	TBD
Alabama Department of Revenue	Abandoned Vehicle Title Search	Allows towing companies the ability to complete the research process to make a claim	This application is in development	TBD
Secretary of State	UCC Searches	Application to redact SSN from UCC documents		

#### Scheduled Updates . . .

Agency	Application	Description	Status	Target Date
Department of Conservation and Natural Resources	add renewal and gift option to subscription	Allow citizens to pay for licenses, gifts, subscriptions at same time	This application is in the pre-project planning phase	July 2007
Alabama Department of Revenue	PSE Receipt Update	Will place barcodes on all receipts	This application is in the pre-project planning phase	August 2007

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## SERVICE REQUESTS

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### Service Request #136

#### Home Builders Licensure Board – Expired Inactive Corporation Application

Alabama Interactive requests and recommends this service for the Alabama Home Builders Licensure Board to be added to the network. The expired inactive corporation application will be a convenience fee service and will be developed at no cost to the Board.

### Service Request #137

#### Alabama Department of Public Safety – eCrash/Accident Reports

Alabama Interactive requests and recommends this service for the Alabama Department of Public Safety be added to the network. The backend component to the eCrash application is a component to the accident reports which will be developed at no cost to the Department. Accident reports will be a convenience fee service.

**Service Request #138****Alabama Secretary of State – Farm Filings**

Alabama Interactive requests and recommends this service for the Alabama Secretary of State to be added to the network. The farm filings application is a component to UCC filings that will be developed at no cost to the Department. Farm filings will be a convenience fee service.

**Service Request #139****Alabama Board of Heating and Ventilation Contractors – Initial Exam Application**

Alabama Interactive requests and recommends this service for the Alabama Board of Heating and Ventilation Contractors be added to the network. The initial exam application will be a convenience fee service and will be developed at no cost to the Board.

**Service Request #140****Alabama Board of Landscape Architects – License Renewal**

Alabama Interactive requests and recommends this service for the Alabama Board of Landscape Architects to be added to the network. The online license renewal application will be a convenience fee service and will be developed at no cost to the Board.

**Service Request #141****Alabama Department of Environmental Management – Merchant Service**

Alabama Interactive requests and recommends this service for the Alabama Department of Environmental Management to be added to the network. The merchant service application will be a transaction fee service and payment per transaction will be made by the agency.

**Service Request #142****Alabama State Bar Association – Pro Hoc Vice Application**

Alabama Interactive requests and recommends this service for the Alabama Bar Association to be added to the network. The online application will be a convenience fee service and will be developed at no cost to the Board.

**Service Request #143****Alabama Real Estate Commission – New Course Registration**

Alabama Interactive requests and recommends this service for the Alabama Real Estate Commission to be added to the network. The online registration will be a convenience fee service and will be developed at no cost to the Board.

**Service Request #144****Alabama Real Estate Commission – Pre/Post Instructor Application**

Alabama Interactive requests and recommends this service for the Alabama Real Estate Commission to be added to the network. The online application will be a convenience fee service and will be developed at no cost to the Board.

**Service Request #145****Alabama Real Estate Commission – New School Registration**

Alabama Interactive requests and recommends this service for the Alabama Real Estate Commission to be added to the network. The online registration will be a convenience fee service and will be developed at no cost to the Board.

**Service Request #146****Alabama Secretary of State – UCC 3 Filings**

Alabama Interactive requests and recommends this service for the Alabama Secretary of State is added to the network as a subscription service. The UCC 3 Filing application will be developed at no cost to the Alabama Secretary of State, but will have a subscription and convenience fee associated with each filing.

**Service Request #147****Alabama Department of Revenue – Abandon Vehicles Title Search**

Alabama Interactive requests and recommends this service for the Alabama Department of Revenue to be added to the network. The online search will be a convenience fee service and will be developed at no cost to the Board.

**Service Request #148****Alabama Administrative Office of Courts – Merchant Service**

Alabama Interactive requests and recommends this service for the Alabama Administrative Office of Courts to be added to the network. The merchant service will be a convenience fee service and will be developed at no cost to the Board.

**Service Request #149****Alabama Department of Revenue – VIN Status Check**

Alabama Interactive requests and recommends this service for the Alabama Department of Revenue to be added to the network. The online status check will be a convenience fee service and will be developed at no cost to the Board.

**Service Request #150****Alabama Department of Insurance – Fireworks Permits Merchant Services**

Alabama Interactive requests and recommends that this service for the Alabama Department of Insurance is added to the network as a charge service. The online Fireworks Permits Merchant Services will be at no cost to the Alabama Department of Insurance.

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## MONTH IN REVIEW

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Total November AI Network Transactions	256,818
Average Successful Request per Day:	8,561
Total November alabama.gov Visitors:	280,920
Total November alabama.gov Page Views:	969,846
Total November alabama.gov Chats or Offline Messages from Live Help:	675

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## OPERATIONS & ADMINISTRATION

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In November, Alabama Interactive concentrated on wrapping up another successful license renewal with strong customer service. AI is also conducting interviews with several candidates for the positions of Project Manager, Java Developer, and Web Designer. We look forward to growing our team and adding more services for the State of Alabama.

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## OTHER BUSINESS/IN CLOSING

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In closing, November was a successful month for the portal with the launch of two new applications, one enhancement, and increased adoptions in several other applications developed by AI through the digital government program. We look forward to closing out the year with an exciting December and starting development on several projects for next year's goal.

As always, your advice and support are appreciated. Please feel free to call on me with any questions or comments. I can be reached at 334-261-1989, or email at [sloane@alabamainteractive.org](mailto:sloane@alabamainteractive.org)

Respectfully Submitted,

Sloane Wright